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BT 2500
SET UP & USER GUIDE

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Quick Set-up and User Guide

BT2500

Digital Cordless Phone with Answering Machine

Important – please read first

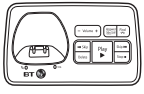
- Only use the line cord, power supply and rechargeable batteries supplied with your phone.
- Make sure that the power supply is connected to a known working socket.
- Connect your phone to the power supply and allow the batteries to charge for 24 hours before connecting the line cord to your telephone socket.
- To make sure you get the best range and reception from your handset, avoid interference by placing the base unit away from large metal objects such as fridge freezers and microwave ovens or electronic products such as computers and TVs.

Answer machine – handy hint

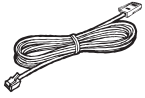
Make sure the telephone is set to Answer and record and that the Ring delay is set to answer before any voicemail service i.e. BT Answer 1571, or similar. The default setting is four rings. If you want to change this, please see page 41.

Check box contents

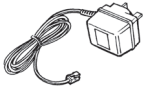
Handset



Base



Telephone line cord
(pre-installed)



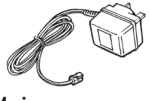
Mains power adaptor
(item code 066270)

2 x AAA Ni-MH 550 mAh
rechargeable batteries
(already in handset)

Contents for each additional handset (multipacks only)

Handset

Charger



Mains power adaptor
(item code 066270)

2 x AAA Ni-MH 550 mAh
rechargeable batteries
(already in handset)

IMPORTANT
Only use the mains power adaptors, cables and rechargeable batteries supplied in this box or this product might not work. Any replacement rechargeable batteries must be of the same type.
BT accepts no responsibility for damage caused to your BT2500 if you use any other type of batteries.

Quick set-up guide

Where to put your phone

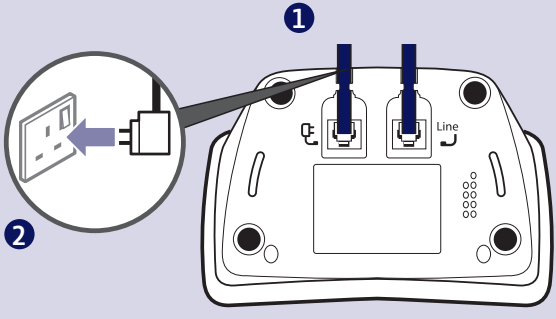
- Place the base within 3 metres of a mains power socket and 1.8 metres of a phone socket so the cables will reach.
- Make sure it's at least a metre away from other electrical appliances to avoid interference.
- Don't place the phone or base in a bathroom or other humid area.
- The product works by sending radio signals between the handset and base. The strength of the signal depends on where you position the base. Putting it as high as possible can help give you the best signal.

IMPORTANT

- Don't connect the phone line to a phone socket until the handset is fully charged.
- The base station should be plugged into the mains power socket all the time.

1 Plug in

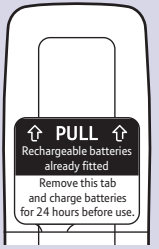
1. Plug the mains power adaptor into the base, with the cable clipped in the groove provided.
2. Plug the other end of the power adaptor into the wall power socket and switch on.



The phone line cord is pre-installed but **don't** plug the other end into the wall socket yet.

2 Activate the batteries and follow the Set-up wizard

1. Activate the batteries by pulling the plastic tab away from the back of the handset.



2. The handset will check for a link with the base station, once found the screen will show **Please set the time and date**. The set-up wizard will take you through the steps for setting the time and date, recording your outgoing message for the answer machine and adding contacts.

   Press the ✓ button if you want to follow the set-up wizard prompt or the ✕ button to continue to the next prompt until set-up is complete.

Talk/Standby time
Under ideal conditions, the handset batteries should give up to 12 hours talk time or 120 hours standby on a single charge. (This doesn't mean you can unplug the base or leave the handset for this length of time without charge).

Please note that new Ni-MH rechargeable batteries don't reach full capacity until they've been in normal use for several days.

Battery low warning
The ⊏ϟ icon will flash, you'll see the message `Battery Low` in the display and hear a warning beep every minute, to indicate that you need to recharge your handset before you can use it.

You can remove the display message by selecting `Hide`. If the battery charge completely runs out, the display will show `Batteries dat. Please charge`. You must recharge the handset batteries before you can use the handset. If the charge completely runs out the handset will switch off. Place the handset on the base or charger to charge.

Battery performance

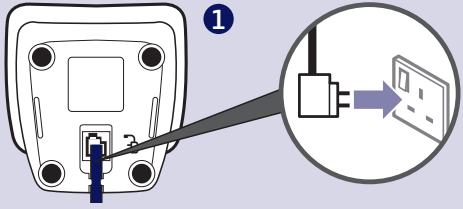
- To keep the batteries in the best condition, leave the handset off the base for a few hours at a time.
- Running the batteries right down at least once a week will help them last as long as possible.
- After charging your handset for the first time, subsequent charging time for the batteries is approximately 8 hours.
- The charge capacity of rechargeable batteries will go down over time, which will reduce the talk and standby time. Eventually they'll need replacing. For details on how to get replacement batteries, call the helpline on 0800 145 6789*.

3. Once set-up is complete your handset will display `Please check line cord`, place the handset on the base to charge until step 4.
4. After 24 hours, plug the phone line cord into the phone wall socket.

IMPORTANT
Charge the handset batteries for 24 hours or your phone might not work.

Set up your additional handsets (multipacks only)

1. For additional handsets and chargers: plug the mains power adaptor into the back of the charger and plug the other end into the mains wall socket and switch on the power.



2. Activate the batteries as explained on page 5.
3. Place the handset on the charger to charge for 24 hours.

If you ever need to remove the batteries, simply slide open the battery compartment cover and ease out the batteries.

3 Go!

Your BT2500 is now ready for you to use

- For help setting the date and time, go to page 58.
- For instructions on making a call, go to page 19.
- For help personalising your phone's settings, go to page 50.
- For instructions on using the answer machine, go to page 37.

Or, you may find the answer in the Help section on page 68 or see our online frequently asked questions at **www.bt.com/producthelp**

Alternatively, call the Helpline on 0800 145 6789*.

* Calls made from within the UK mainland network are free. Mobile and international call costs may vary.

Using your BT2500 on a broadband line?
If so, you need to fit an ADSL microfilter between the phone line cord and the phone socket. You can get BT ADSL microfilters from **www.bt.com/shop**

If you cannot find the answer to your problem in this user guide, then please call our free Helpline on 0800 145 6789*. Our dedicated advisors are more likely to be able to help you than the retailer where you made your purchase.

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Getting to know your phone

Handset buttons

Left option button
Press to enter the main menu, access sub menus and confirm options shown on the display above the button.

Vol/Up
In standby, press to change the ringer volume.

In talk mode, press to increase the incoming speech volume.

In menu mode, press to scroll up through the options.

Contacts
Press to access your stored Contacts.

Talk/Handsfree
In standby mode, press to make and receive calls, see page 19.

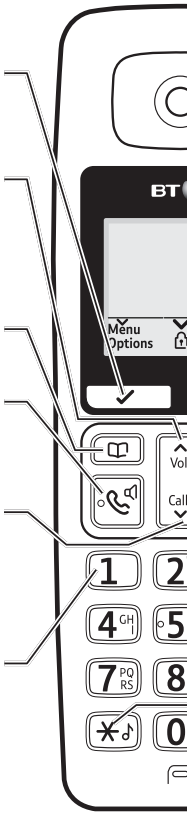
In talk mode, press to switch handsfree on and off, see page 21.

Calls/Down
In standby, press to open and scroll through the Calls list, see page 34.

In talk mode, press to decrease the incoming speech volume.

In menu mode, press to scroll down through the options.

1 (Speed dial)
In standby, press and hold to dial BT 1571 or your stored speed dial number, see page 23.



Right option button
Press to confirm the option displayed on the screen above the button, to delete or go back to the previous screen.

In answer machine mode, deletes the current message playing.

ECO/R (Recall)
In standby, long press to turn Eco mode on/off, see page 25.

R (Recall) for use with some BT Calling Features and when connected to a switchboard/PBX.

End call/on or off
Press to end a call.

In standby, press and hold to switch the handset on or off, see page 19.

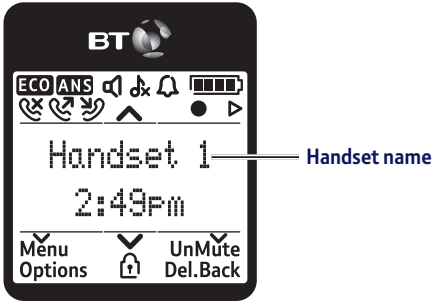
In menu mode, press to return to update to home screen.

2–9 (Speed dial)
In standby, press and hold buttons 2–9 to dial a stored speed dial number, see page 32.

***♪**
Press and hold to turn handset ringer on or off.

#
Press and hold to lock or unlock the keypad.

Handset display



Handset display icons

Shows handset battery status. Scrolls when the handset is charging.

Empty frame flashes when battery needs recharging.

On – missed call in the Calls list*.

On - incoming call received.

On - outgoing call made.

On – handsfree speaker on.

ECO On – Eco mode is on.

The keypad is locked.

Handset ringer is switched off.

ANS On – answer machine on.
Off – answer machine off.
Flashing – new answer machine message.

Memory full shows if answer machine memory is full.

On – alarm is set.
Flashing – alarm time has been reached.
Off – alarm off.

When on, indicates that you are listening to answer phone messages or recorded memos.

When on, indicates that you are recording a new outgoing message or memo.

UnMute/Mute Indicates when Mute is on or off.

* For full details of who has called you please make sure you have subscribed to Caller Display from your network provider. A fee may be payable. **Find out more at www.bt.com/callingfeatures**

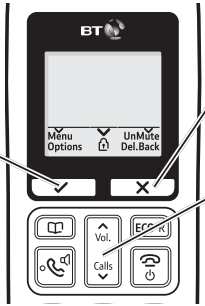
Finding your way around your phone

Your BT2500 has an easy to use menu system.
Each menu has a list of options, which you can see on the menu map on the next page.

When the handset is switched on and at the home screen:

1. Select **Menu** by pressing the Left option button ✓ to open the main menu.
2. Use the Vol. or Calls button to scroll through the available menu options.
3. When the menu you want is displayed, press the Left option button ✓.
4. Use the Vol. or Calls button to scroll through the available sub menu options.
   When the sub menu you want is displayed, press the Left option button ✓.
   Select **Back** by pressing the Right option button ✗.

   To exit a menu and return to the home screen, press ⏻.
   If no buttons are pressed for 30 seconds, the handset returns to the home screen automatically

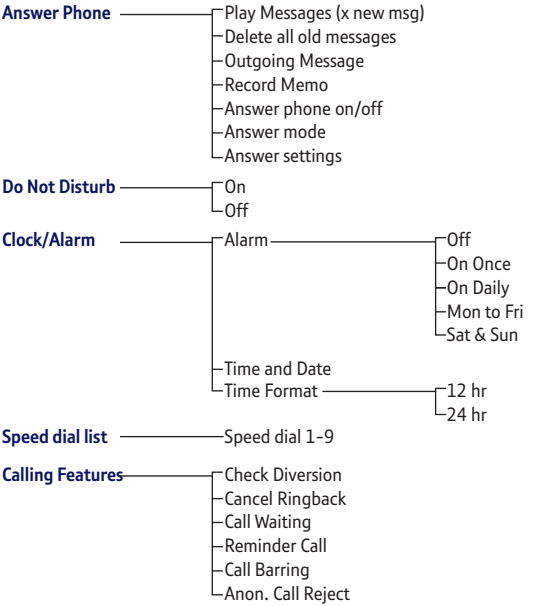


Left option button
Press to select the option displayed on the screen above the button or to confirm entry.

Right option button
Press to select the option displayed on the screen above the button or to go back a step.

Navigation buttons
Scroll up or down through the menu options.

Menu map


Answer Phone
Play Messages (x new msg)
Delete all old messages
Outgoing Message
Record Memo
Answer phone on/off
Answer mode
Answer settings
Do Not Disturb
On
Off
Clock/Alarm
Alarm
Off
On Once
On Daily
Mon to Fri
Sat & Sun
Time and Date
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24 hr
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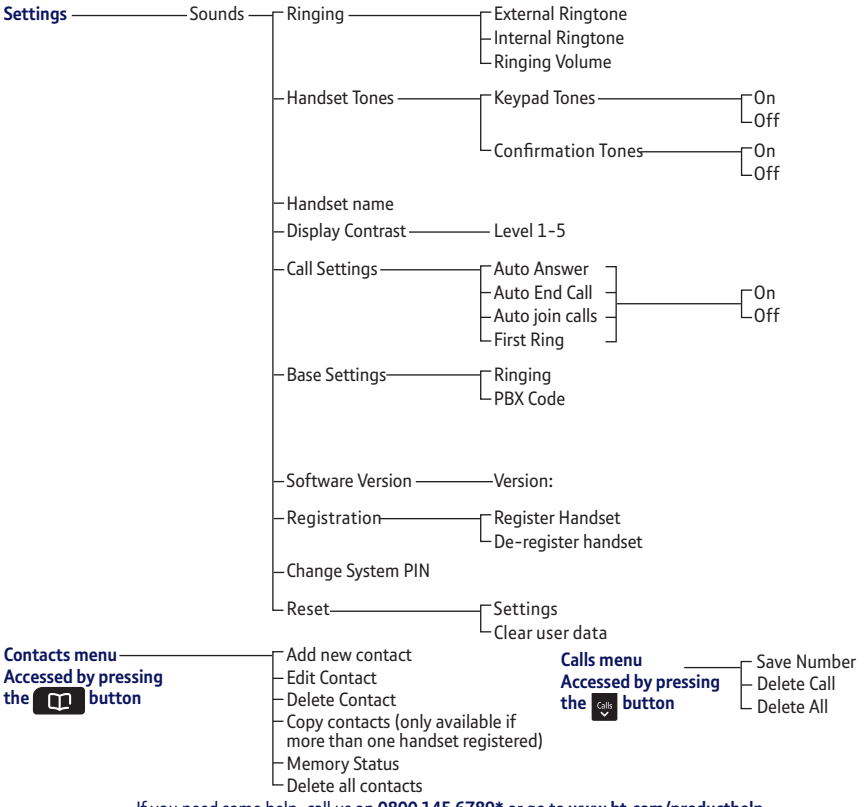
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On
Off
Handset name
Display Contrast
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Call Settings
Auto Answer
Auto End Call
Auto join calls
First Ring
On
Off
Base Settings
Ringing
PBX Code
Software Version
Version:
Registration
Register Handset
De-register handset
Change System PIN
Reset
Settings
Clear user data
Contacts menu
Accessed by pressing
the button
Add new contact
Edit Contact
Delete Contact
Copy contacts (only available if
more than one handset registered)
Memory Status
Delete all contacts
Calls menu
Accessed by pressing
the Calls button
Save Number
Delete Call
Delete All

Base

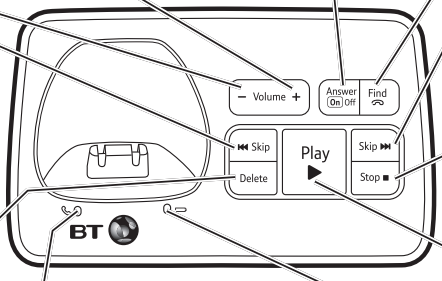
Vol–
Decrease the speaker volume during playback, the call screening volume during idle and the base ringer volume.

Vol+
Increase the speaker volume during playback, the call screening volume during idle and the base ringer volume.

Answer on/off
Press to turn the answer machine on or off. When set to On, the text 'On' will light up on the button.

Find
Press to ring all registered handsets, helpful for finding a missing handset, see page 25.

Also used during the registration process, see page 64.



Skip<<
During playback, press once to skip back to the start of the current message. Press twice to skip back to the start of the previous message.

Delete
Press once to delete the message during playback. In idle mode, press to delete all old messages.

Skip>>
During playback, press to skip forward to the start of the next message.

Stop
Press to stop message playback.

Play
When you have new messages, the button will flash. Press once to play new messages. Press during playback to pause playback.

Green In use light
On when there is power to the base. Flashes when the line is in use or registration is taking place.

Red charging light
Battery charging light. On when the handset is in the base charging.

Using the phone

To switch the handset off

1. Press and hold until the handset turns off.

To switch the handset on

1. Press and hold until the handset turns on.

Make an external call

1. Press .
2. When you hear the dial tone, enter the number.

Preparatory dialling

1. Enter the number first. If you make a mistake select **Del.** by pressing the Right option button to delete the last digit.
2. Press to dial.

End a call

1. Press .

Call timer
Your handset will automatically time your outgoing and incoming calls. The handset shows the length of time both during and for a few seconds after your call.

When you make a call, the green In use light on the base comes on.

Auto end
If auto end is set to On you can end a call by placing the handset back in the base.
If auto end is set to Off, you'll need to press to end the call.
Auto end On is the default setting. See page 53.

Auto answer
If auto answer is set to On you can answer a call by lifting the handset off the base.
If auto answer is set to Off, you'll need to lift the handset off the base and press too. Auto answer On is the default setting. See page 53.

Call Waiting
To switch your call waiting service on or off, see page 62.

Out of range warning
When the handset is out of range of the base, the display will show **Searching for base...**, the backlight will turn up to 100% to indicate the alert message and you will hear a warning tone. You need to move back within range of the base station.

If you move out of range when you're on a call, you'll lose your connection. The handset will automatically re-connect to the base when you move back within range.

Receive a call

When you receive a call, the phone rings and the display shows Incoming call and . If you've got a caller display service, the display shows the caller's number if it's available or the caller's name if it matches an entry stored in your contacts list.

1. Press to accept the call.

Call Waiting

If you've got a call waiting service and it is switched on, your phone will alert you to a second incoming call if you're already engaged on an external call.

1. You'll hear the call waiting tone and if you also have caller display the display will show the number of the caller, or the name if it matches an entry in your contacts.
2. Press ECO R or select Switch by pressing ✓ to answer the new call and your first caller is put on hold.
3. Press ECO R or select Switch by pressing ✓ to toggle between the two callers.
4. Press to hang up the current call.
5. If you hang up a current call, your phone will ring back to reconnect you to your original call if that caller is still connected.

Mute

1. During a call, select **Mute** by pressing the Right option button. The display shows `Call muted` and your caller can't hear you.
2. Select **UnMute** to return to your caller.

During a call, you can talk to someone nearby without your caller hearing.

Mute can also be used to silence a handset ringer when an incoming call is received.

Incoming speech / Handsfree volume

1. Press Vol. or Calls to increase or decrease the volume. The first press will present the Call volume screen so you can see the current volume level. Subsequent presses will change the volume, you will hear the volume level with each press.

During a call, you can adjust the handset incoming speech or loudspeaker volume. There are five levels. The default setting is Level 3.

Make a handsfree call

1. Enter the number then press twice. is displayed. You hear your call over the handset loudspeaker. Press to switch the call between the earpiece and the loudspeaker.
2. Press to end the call.

Handsfree
Handsfree lets you talk to your caller without holding the handset and means that other people in the room can listen to your conversation over the loudspeaker.

During a handsfree call, press Vol. or Calls to change the volume.

Answer a call handsfree

When the phone rings:

1. Press after the call has been answered. The call is transferred to the handset loudspeaker.

Switch to handsfree during a call

1. During a call, press to put the call on the loudspeaker. To switch handsfree off and return the call to the earpiece, press again.

Redial

Telephone numbers that you have called are saved in the Calls list. There is not a separate redial list, all calls are saved in the Calls list. The Calls list holds up to 50 incoming (missed and answered) calls and 20 outgoing calls.

To redial a number, see 'View/dial an entry in the Calls list' on page 35. You can also save a number to your contacts, delete a number or delete all numbers from the Calls list, see pages 35-36.

Voicemail (BT 1571)

1. If you have subscribed to BT Answer 1571 you can press and hold **1** to listen to your messages.

Do not disturb

This feature allows calls to be presented silently with minimal notification. When set to On, the base and handset ringer volumes (on all handsets registered to the base) will be set to Off. The handset backlight will not come on when the phone rings and the only tones that the handset will emit are the battery low and out of range warnings. The base call screening volume and message alert will also be set to Off.

Turn Do not disturb on or off

1. Select **Menu**, scroll Calls to Do Not Disturb and press ✓.
2. Press Vol. or Calls to select On or Off then press ✓ to save. The chosen setting will be displayed and you will hear a confirmation tone.

When set to On, the idle screen will display **Do Not Disturb.**

You can lock the keypad so that it can't be used accidentally while you're carrying it around.

With the keypad locked, you can still call the emergency services on 999 and 112 using preparatory dialling and you can still answer incoming calls and operate the in call features as normal. When the call is ended, the icon comes on again.

Keypad lock

To lock the keypad

1. Press and hold #🔒 for 2 seconds. The handset gives a confirmation tone and `Keypad locked` is briefly displayed before returning to the home screen, with the 🔒 icon displayed.

To unlock the keypad:

1. Press and hold #🔒 for 2 seconds. The handset gives a confirmation tone and `Keypad unlocked` is briefly displayed before returning to the home screen.

Turn the handset ringer on or off

1. Press and hold *♪ for 2 seconds to turn the handset ringer on or off. The display will briefly show `Ringer on` or `Ringer off` before reverting to the home screen with the ♪ icon displayed if the ringer is off.

Turn Eco mode on or off

With Eco mode on, the handset only uses the transmission power it needs to communicate with the base rather than full transmission power all the time.

1. Long press ECO R to turn Eco mode on or off. The ECO icon will then be displayed to indicate that Eco mode is on, when not displayed, Eco mode is off.

The default setting is Eco mode Off.

Find handset (Paging)

You can ring a handset to help find it.

1. Press Find on the base. All handsets registered to the base will ring and the screen will show `Base searching for handsets` for up to 2 minutes.
2. To stop the ringing, press Find on the base again or press on any handset.

If you get an incoming call while you're paging a handset, the incoming call takes priority.

If the handset ringer is switched off on a handset, it will be temporarily switched back on so the handset can be found.

Paging calls can't be answered by a handset.

Contacts

Entering names
Use the keypad letters to enter names, e.g. to store Tom: Press 8 TUV once to enter T. Press 6 MNO three times to enter o. Press 6 MNO once to enter m.

Writing tips
To delete the last digit/ character entered, select **Del.** by pressing the ✕ button.

Press # to switch between text entry modes: sentence case (Abc), upper case ABC), lower case (abc) or numeric (123).

Press 0 ␣ to insert a space.

To enter a pause in a contact number
When storing a number, press and hold 0 ␣ in the place where you want the pause.

To enter a recall in a contact number
When storing a number, press and hold ECO R in the place where you want the recall.

You can store up to 50 names and numbers in your list of contacts. Names can be up to 14 characters and numbers up to 24 digits. The handset will come with some special numbers pre-stored. These will include the BT Helpline, BT 118500, All handsets (if you have more than two handsets registered) and a list of the handsets registered to the base according to their default name/number (e.g. Handset 2 or 3 etc) or name if you have stored one.

Store a contact name and number

1. From the home screen, press 📖.
2. Select **Options** by pressing ✓. `Add new contact` will be displayed, press ✓.
3. Enter the new contact name using the keypad (see note opposite for help) and press ✓.
4. Enter the phone number and press ✓. The display will show `Contact saved` and you will hear a confirmation tone.
5. If you only have one handset, the display will return to the contacts list showing the new entry. If you have more than one handset registered to the base you will be prompted to `Copy to other handsets?` If you wish to, press ✓ and follow the display instructions or see page 30.

Character map

1	& . , ‘ ? ! @ 1
2	a b c 2 à á â ã æ ç
3	d e f 3 è é ê ë ë
4	g h i 4 î ï ì í
5	j k l 5 £
6	m n o 6 ö ô ò ó õ ø ñ
7	p q r s 7 $ ß
8	t u v 8 ü ù ú û
9	w x y z 9
0	space 0 + £ $ # *
*	*
#	Changes text entry mode (sentence case, upper, lower or numeric)

View/dial a contact

1. From the home screen, press Contacts. The first entry will be displayed.
2. Press Calls or Vol. to scroll through and view the entries.
3. To dial an entry, press Talk when the entry is displayed.

Searching alphabetically
Press the relevant keypad button, e.g. to search for a contact beginning with S, press 7 PQRS four times, then scroll Calls through the entries.

You cannot edit the special contact entries that the handset has pre-programmed in memory.

Edit a contact entry

1. From the home screen, press .
2. Press Calls or Vol. to scroll to the entry you want to edit and select **Options** by pressing .
3. Press Calls to display Edit Contact and press .
4. Edit the name by pressing Vol. or Calls to move cursor left or right and to delete characters and use the keypad to enter new ones, then press .
5. Edit the number by pressing Vol. or Calls to move cursor left or right and to delete characters and use the keypad to enter new ones, then press .
6. The display will show Contact saved and you will hear a confirmation tone. If there is more than one handset registered to the base you will be given the choice to copy the entry to other handsets.

When you delete an entry, it will only be deleted on the handset you are using. If you have more than one handset registered to the base you will need to delete the entry manually from each handset.

You cannot delete the special contact entries that the handset has pre-programmed in memory.

Delete a contact entry

1. From the home screen, press .
2. Press Calls or Vol. to scroll to the entry you want to delete and select **Options** by pressing .
3. Press Calls until Delete Contact is displayed and press .
4. Delete contact? is displayed, press to confirm. The display will show Contact deleted and you will hear a confirmation tone.

Delete all contacts

1. From the home screen, press . The first entry will be displayed. Select **Options** by pressing .
2. Press until Delete all contacts is displayed and press .
3. Delete all contacts? is displayed, press to confirm. The display will show All contacts deleted and you will hear a confirmation tone.

View the contact memory status

1. From the home screen, press . The first entry will be displayed. Select **Options** by pressing .
2. Press until Memory Status is displayed and press .
3. The display will show the total number of contacts stored and the total amount of contacts that can be stored, e.g. 22 contacts, (50 max.).

When you delete all contacts they will only be deleted on the handset you are using. If you have more than one handset registered to the base and wish to delete all contacts from them all, you will need to manually follow the delete all contacts procedure using each handset.

The delete all contacts feature will not delete the special contact entries that the handset has pre-programmed in the memory.

Copy a contact (only available if you have more than one handset)

1. From the home screen, press . The first entry will be displayed.
2. Press Calls or Vol. to scroll to the entry you want to copy and select **Options** by pressing .
3. Press Calls until `Copy contacts` is displayed and press .
4. `Copy only` and the contact's name will be displayed, press .

If you only have 2 handsets registered to the base:

The display will show `Copying` **to** and the handset name/number you are copying to. Once the contact has been copied successfully, the display will show `Copy complete` and you will hear a confirmation tone.

If you have more than 2 handsets registered to the base:

The display will show `Copy to: All handsets`. You have the option to copy to all your handsets or to select an individual handset using Calls or Vol. to display your choice, then press . Once copying has been successful you will hear a confirmation tone and the display will show `Copy complete`.

Copy all contacts (only available if you have more than one handset)

1. From the home screen, press . The first entry will be displayed, select **Options** by pressing .
2. Press Calls until `Copy contacts` is displayed and press .
3. Press Calls to display `Copy all contacts` and press .

If you only have 2 handsets registered to the base:

The display will show `Replace contacts list?` Press , the handset name/number you are copying to will be displayed. Once the contact has been copied successfully, the display will show `Copy complete` and you will hear a confirmation tone.

If you have more than 2 handsets registered to the base:

Press Calls or Vol. to display the handset you want to copy to, then press . The display will show `Replace contacts list?` Press , the handset name/number you are copying to will be displayed. Once copying has been successful, the display will show `Copy complete` and you will hear a confirmation tone.

Speed dial

You can allocate a name and number to each of the Speed dial buttons 1 to 9. Button 1 is pre-programmed with 1571 but you can delete this and replace it with an entry of your choice. Once a Speed dial entry has been stored you can simply press and hold the Speed dial button to automatically dial the number stored under it.

Save a Speed dial entry

1. From the the home screen, enter the telephone number you want to store.
2. Then, either:

   Press and hold the Speed dial button 1 to 9 you want to store the number under. The display will show `Saved as speed dial X` (x being the Speed dial button) and you will hear a confirmation tone.

   Or,

   Select **Options** by pressing ✓. The display will show `Save as speed dial`. Press ✓. Press Vol. or Calls to display the Speed dial button number you want to save the entry under and press ✓. The display will show `Saved as speed dial X` (x being the Speed dial button) and you will hear a confirmation tone.

If you try to save a Speed dial entry under a Speed dial button that has already been populated, the display will show `Replace number?` and you will hear an error tone. You can either overwrite the existing entry by pressing and holding the same Speed dial button or press and hold a different Speed dial button.

If you try to save a Speed dial entry under a Speed dial button that has already been populated, the display will show **Replace number?** and you will hear an error tone. You can overwrite the existing entry by pressing ✓.

Dial a Speed dial entry

1. Press and hold the Speed dial button 1 to 9 WXYZ under which the entry you want to dial is stored. The number will be dialled automatically.

Edit a Speed dial entry

1. Select **Menu** by pressing ✓, scroll Calls to `Speed dial list` and press ✓. The first entry will be displayed.
2. Press Vol. or Calls to display the entry you want to edit and select **Options** by pressing ✓.
3. `Edit speed dial` is displayed, press ✓.
4. Edit the number by selecting `Del.` to delete digits and then enter the new digits. Press ✓ to save. You will hear a confirmation tone and `Saved as speed dial x` will be displayed.

Delete a Speed dial entry

1. Select **Menu** by pressing ✓, scroll Calls to **Speed dial list** and press ✓. The first entry will be displayed.
2. Press Vol. or Calls to display the entry you want to delete and select **Options** by pressing ✓.
3. Press Calls to display `Delete speed dial` and press ✓.
4. `Delete speed dial x?` is displayed, press ✓. You will hear a confirmation tone and `Speed dial x deleted` will be displayed.

Caller Display and the Calls list

You'll need to subscribe to your network provider's Caller Display service for this feature to work. You might have to pay a fee. For more information on BT Calling Features, call BT free on 0800 800 150.

For the caller's name to be displayed, make sure you've stored the full telephone number in your contacts list, including the dialling code.

There are some incoming calls where a number is not displayed and a network message is recorded instead:

Unavailable = number is unavailable
Withheld = number has been withheld
International = international number
Operator = call from the operator
Payphone = call from a payphone
Ringback = a ringback call

Caller Display

If you've subscribed to a Caller Display service, you'll be able to see your caller's number on your handset display (provided it's not withheld) before you answer a call. If your caller's name is stored in your contacts list and it matches the number calling, you'll see the caller's name on the display instead. If you haven't subscribed to a Caller Display service **Incoming call** will be displayed when you receive a call.

Calls list

The Calls list holds up to 50 incoming (missed and answered) calls and 20 outgoing calls. The date and time of the call is also stored. If you haven't subscribed to a Caller Display service, No number will be displayed in the Calls list for incoming calls but the time and date will still be recorded.

Calls are listed in chronological order with the most recently received/made call at the top of the list. When the list is full and a new call is received/made, the oldest entry will be deleted automatically. The Calls list can hold numbers up to 24 digits and names up to 14 characters.

Missed call notification

The missed call icon will be displayed on the home screen when incoming calls have been missed and the number of missed calls will be shown e.g. 10 new calls. You can clear the notification by viewing the calls list on any handset registered to the base. The icon will still be presented for missed calls in the calls list so you can differentiate between calls. See, “Calls list indicators”, opposite.

View/dial an entry in the Calls list

1. Press Calls. The most recent entry is at the top of the list. (If there are no entries `Calls list empty` will be displayed.
2. Press Calls or Vol. to scroll through and view the list.
3. To dial an entry, when the entry you want is displayed, press .

Save a Calls list entry to your contacts

1. Press Calls, then press Calls or Vol. to scroll to the entry you want and select **Options** by pressing ✓.
2. `Save number` is displayed, press ✓.

Calls list indicators

= outgoing call made

= incoming call received

= missed call

When the Calls list is open, press Vol. to scroll from the newest call to the oldest, or press Calls to scroll from the oldest call to the newest.

If you need to edit the number or name, press Vol. or Calls to move cursor left or right and **Del.** to delete unwanted digits/ characters then use the keypad to enter new ones.

3. Enter the new contact's name using the keypad and press ✓.
4. The number will be displayed, edit if necessary and press ✓. `Contact saved` will be displayed and you will hear a confirmation tone.
5. If you have more than one handset registered to the base, the display will show `Copy to all handsets?` Press ✓ if you wish to copy to your other handsets.

Delete an entry in the Calls list

1. Press Calls, then press Calls or Vol. to scroll to the entry you want to delete and select **Options** by pressing ✓.
2. Press Calls to display `Delete call` and press ✓. `Call deleted` will be displayed and you will hear a confirmation tone.

Delete the entire Calls list

1. Press Calls, then display any entry and select **Options** by pressing the ✓ button.
2. Press Calls until `Delete all calls` is displayed, then press ✓. `Delete all calls?` will be displayed, press ✓ to delete and you will hear a confirmation tone.

Answer machine

Your BT2500 can digitally record up to 20 minutes of messages. You can operate your answer machine from: the handset, the base or remotely from any other Touchtone™ telephone.

Using the answer machine from the handset

Switch the answer machine on or off

1. Select **Menu**, Answer Phone is displayed, press ✓.
2. Press Calls until Answer Phone on/off is displayed, press ✓.
3. Press Vol. or Calls to select On or Off then press ✓ to save. Answer Phone on or off will be displayed and the current answer mode will be played.

Outgoing messages

The outgoing message is the message a caller first hears when the answer machine picks up their call. There are two pre-recorded male and female outgoing messages to choose from, one that allows callers to leave a message (Answer & Record) and one that simply answers the call (Answer Only) or you can record your own. The default is Answer & Record using the female voice.

You'll need to set the date and time (if you've not already done so) so that the answer machine can correctly announce when each message was received. To set the date and time manually, see page 58.

When the answer machine is switched On, the text 'On' will light up on the Answer On/Off button.

Answer & Record
The pre-recorded Answer & Record outgoing message that allows your caller to leave a message is, "Hello, your call cannot be taken at the moment, so please leave your message after the tone".

Answer Only
The pre-record Answer Only outgoing message, where callers hear an announcement but can't leave a message, is "Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later".

When recording your Answer Only message, remember to let your caller know that they won't be able to leave a message.

Record your own outgoing message

1. Select **Menu**, Answer Phone is displayed, press ✓.
2. Press Calls until Outgoing Messages is displayed, press ✓.
3. Press Vol. or Calls to display the outgoing message mode you want: Answer and record or Answer only and press ✓.
4. Record message is displayed, press ✓. Follow the voice prompt to record your message and select **Save** when you've finished.
5. Your message will be played back to you. Select **OK** if you're happy with it or you can delete it by selecting **Delete**.

Play the current outgoing message

1. Select **Menu**, Answer Phone is displayed, press ✓.
2. Press Calls until Outgoing Messages is displayed, press ✓.
3. Press Vol. or Calls to display the outgoing message mode you want: Answer and record or Answer only and press ✓.

4. Press Calls to display Play current message and press ✓ to hear the outgoing message. If the current outgoing message being played is your recorded message you can delete it if you want to by selecting **Delete**.

Reinstate the pre-recorded outgoing message

1. Select **Menu**, Answer Phone is displayed, press ✓.
2. Press Calls until Outgoing Messages is displayed, press ✓.
3. Press Vol. or Calls to display the outgoing message mode you want: Answer and record or Answer only and press ✓.
4. Press Calls to display Use default message and press ✓.
5. The display will show On, press ✓.
6. Press Vol. or Calls to display either Female voice or Male voice and press ✓. Saved will be displayed.

Reinstating the pre-recorded outgoing message will not delete your recorded outgoing message. It will be retained incase you want to use it in the future.

You can record a memo message on the answer machine for other users to hear when they listen to messages. You can only record memos using the handset. Memo messages are played back in exactly the same way as normal answer machine messages, see page 43 and 45.

Record a memo

1. Select **Menu**, Answer Phone is displayed, press ✓.
2. Press Calls until Record Memo is displayed, press ✓.
3. Follow the voice prompt to record your memo and select **Save** when you've finished.
4. Your memo will be played back to you. Select **OK** if you're happy with it or you can delete it by selecting **Delete**.

The default outgoing message mode is Answer & Record using the female voice.

Set the answer mode (Answer & Record or Answer Only)

1. Select **Menu**, Answer Phone is displayed, press ✓.
2. Press Calls until Answer Mode is displayed, press ✓.
3. Press Vol. or Calls to display the answer mode you want: Answer and record or Answer only and press ✓. Saved will be displayed.

Set the answer delay

1. Select **Menu**, Answer Phone is displayed, press ✓.
2. Press Calls until Answer Settings is displayed, press ✓.
3. Press Vol. or Calls to select either Answer and record or Answer only and press ✓.
4. Answer delay is displayed, press ✓.
5. Press Vol. or Calls to display the number of rings you want (0-9 rings or Time saver) and press ✓. Saved will be displayed.

Set the maximum message length

You can set the maximum length that an answer machine message can be: 1 minute, 2 minutes or 3 minutes. The default setting is 3 minutes.

1. Select **Menu**, Answer Phone is displayed, press ✓.
2. Press Calls until Answer Settings is displayed, press ✓.
3. Answer and record is displayed, press ✓.
4. Press Calls to display Maximum message length and press ✓.
5. Press Vol. or Calls to select the length you want and press ✓. Saved will be displayed.

The answer delay setting sets how many times the phone will ring before the answer machine takes the call. You can choose from 0-9 rings or Time saver. The default setting is 4 rings.

Time saver

When you ring in to access your answer machine remotely, if you have set Time saver as the answer delay and you have new messages it will answer after 10 seconds. If you don't have new messages it will answer after 20 seconds. This means you can hang up knowing that you have no new messages, saving you the time and the cost of the call.

For compatibility with BT 1571 (or another voicemail service)

Make sure the answer delay is set for your answer machine to answer before the voicemail service. Therefore, the answer delay should be less than on your voicemail service. For BT 1571 do not set the answer delay to more than 5 rings.

When the message alert is set to On, the base will beep at regular intervals. The default setting is On.

Set the message alert on or off

1. Select **Menu**, Answer Phone is displayed, press ✓.
2. Press Calls until Answer Settings is displayed, press ✓.
3. Answer and record is displayed, press ✓.
4. Press Calls to display Message alert on/off and press ✓.
5. Press Vol. or Calls to display On or Off and press ✓. Saved will be displayed.

Call screening

When call screening is turned on and the answer machine takes a call, you can listen to the caller leaving a message. You can then identify the caller and decide whether to take the call in person.

Turn call screening on or off

The default setting is call screening On.

1. Select **Menu**, Answer Phone is displayed, press ✓.
2. Press Calls until Answer Settings is displayed, press ✓.
3. Press Calls until Call screening on/off is displayed, press ✓.
4. Press Vol. or Calls to display On or Off and press ✓. Saved will be displayed.

Using call screening

When the phone rings, wait for the answer machine to take the call. When the caller begins to leave a message, the display will show Listen? If you want to talk to the caller, press to take the call. This will stop the recording if it's started.

While screening, you can adjust the volume by pressing Vol. or Calls on the handset or Volume on the base.

You can also stop a caller leaving a message by pressing Stop on the base during message recording. The caller will hear, "Thank you for calling" and the call is automatically ended.

Message playback using the handset

When you receive new messages you will be notified by a message on the handset display and the Play button on the base will flash: a fast flash indicates new (unplayed) messages. You can also set an audible alert, see page 42.

1. Press **Menu**, Answer Phone is displayed, press ✓.
2. Play Messages and the number of new messages will be displayed, press ✓. You will hear if you have messages or not, if you do they will be played.
3. As each message is played, the handset will display the number or the name if you have Caller Display and the time and date it was received. If you have any old (already listened to) messages these will be played after your new messages.

Each message is played back with the day, date and time it was received announced.

New (unplayed) messages are played first (oldest to most recent) and then old (played) messages (oldest to most recent).

If the memory is full, the display will show **Answer phone memory full** when you enter the Answer phone menu. You can still playback your messages by pressing ✓, however, "Memory full", will be announced before new or old messages are played back.

Message playback is stopped if you receive an incoming call.

You can toggle between private playback through the handset and handsfree playback by pressing the 📞 button. The default is private playback.

You can't delete messages that you've not played yet.

Unless you delete a message, it's automatically saved.

To cancel deletion when you see the message **Delete all old messages?** press ✗.

During playback you have the following options:

Vol. or Calls to adjust the playback volume.

📞 to switch private playback through the handset to handsfree playback.

1 to repeat the current message playing from the beginning.

4 to skip back to the previous message.

6 to skip forward to the next message.

Del. or 3 to delete the current message playing.

At the end of playback, you will hear, "End of messages," the display will return to the Play messages screen and messages will be renumbered to take into account any deleted messages.

Delete all old (played) messages

1. Press **Menu**, `Answer Phone` is displayed, press ✓.
2. Press Calls until `Delete all old messages` is displayed, press ✓.
3. `Delete all old messages?` is displayed, press ✓ to confirm. `Old messages deleted` is displayed and announced.

Using the answer machine from the base

Switch the answer machine on or off

Press Answer On/Off to toggle between On and Off. The setting is announced. When the answer machine is On, the text 'On' will light up on the Answer On/Off button.

Message playback using the base

Press Play. If you have messages they will be played, new (unplayed) messages first followed by old (played) messages.

During playback:

Press Stop to stop playback. The base will return to idle.

Press Play to pause and resume playback.

Press Delete to delete the message being played.

Press Skip to skip forward to the start of the next message.

Press Skip to skip back to the start of the current message.

Press Skip twice to skip back to the start of the previous message.

When you receive new messages you will be notified by a message on the handset display and the Play button on the base will flash: a fast flash indicates new (unplayed) messages. You can also set an audible alert, see page 42.

If there are no messages (new or old) when you press Play, you will hear, " You have no messages".

Memory full
If there is only 10 seconds of memory capacity left when a caller is leaving a message they will hear, “Please complete your message within 10 seconds.” If a caller is still leaving a message when the memory expires they will hear, “Memory full. Thank you for calling”, and the call will be ended.

If your answer machine memory becomes full and it is set to Answer and record it will automatically switch to Answer only mode. Once messages have been deleted and there is memory available again, the machine will revert to Answer and record mode (unless you have changed the mode yourself to Answer only using the handset menu).

You will need to delete messages before your answer machine will be able to record new ones. To delete all old (played) messages, see page 44 and opposite.

Press − Volume + to increase or decrease the playback volume level.

At the end of playback the base will return to idle mode and messages will be renumbered to take into account any deleted messages.

Delete all old (played) messages

1. In idle mode, press Delete. The base will announce, “To delete all old messages, press Delete”, press Delete within 3 seconds to delete all old messages. You will hear, “All old messages deleted.” (If you don’t press Delete within 3 seconds you will hear, “Messages saved”).

Remote access

With remote access you can operate your answer machine from any Touchtone™ phone, even if you forget to turn on your answer machine before you go out.

You need to set a remote access PIN first and then you will need to turn remote access On if you want to use this feature.

Set the remote access PIN for the first time

1. Select **Menu**, Answer Phone is displayed, press ✓.
2. Press Calls until Answer Settings is displayed, press ✓.
3. Press Calls until Remote access is displayed, press ✓.
4. Set PIN to use remote access is displayed, press ✓.
5. Enter a 4 digit PIN of your choice and press ✓.
6. Enter the 4 digit PIN again to confirm and press ✓. The display will show New Access PIN saved.

Select **Del.** by pressing ✕ if you need to delete any digits.

Change the remote access PIN

1. Select **Menu**, Answer Phone is displayed, press ✓.
2. Press Calls until Answer Settings is displayed, press ✓.
3. Press Calls until Remote access is displayed, press ✓.
4. Press Calls to display Change Access PIN and press ✓.
5. Enter your old 4 digit PIN and press ✓.

6. Enter the new 4 digit PIN, press ✓ and then enter the new PIN again and press ✓. The display will show `New Access PIN saved`.

Turn remote access on or off

You cannot turn Remote access On until you have set a remote access PIN.

The default setting is Off.

1. Select **Menu**, **Answer Phone** is displayed, press ✓.
2. Press Calls until `Answer Settings` is displayed, press ✓.
3. Press Calls until `Remote access` is displayed, press ✓.
4. `Remote access on/off` is displayed, press ✓.
5. Press Vol. or Calls to display `On` or `Off` and press ✓. `Saved` will be displayed.

If you forget to switch on your answer machine

1. Call your number from another phone and let it ring. After 20 rings the machine will switch on and answer your call.
2. Press * and enter your 4 digit remote access PIN when prompted. Play back your messages as shown on the next page in, 'Operating your answer machine remotely'. If you do not choose to switch your answer machine On, it will switch off when the call is ended.

Operating you answer machine remotely

1. Dial your phone number.
2. When you hear your outgoing message, press ✱ and enter your 4 digit remote access PIN.
3. Follow the voice prompts to:
   - 1 Play main menu
   - 2 Play all messages
   - 3 Skip back during playback
   - 5 Delete a message during playback
   - 6 Skip forward during playback
   - 7 Turn answer machine on
   - 9 Turn answer machine off

Settings

Handset settings

Set the handset ringtone for external or internal calls

Choose from 5 handset ringtones. The default external ringtone is Melody 1 and the internal ringtone is Melody 2.

1. Select **Menu**, scroll Calls to Settings and press ✓.
2. Sounds is displayed, press ✓. Ringing is displayed, press ✓.
3. External Ringtone is displayed, press ✓. Or, press Calls to display Internal Ringtone and then press ✓. The current ringtone will be played.
4. Press Vol. or Calls to hear the different ringtones and press ✓ to save your choice. Saved will be displayed and you will hear a confirmation tone.

Set the handset ringer volume

There are 5 handset ringer volume levels plus Ringer Off. The default setting is Level 3.

If you turn the ringer off, the icon will be displayed on the home screen.

As a quick way to turn the handset ringer off, press and hold *♪.

1. Select **Menu**, scroll Calls to Settings and press ✓.
2. Sounds is displayed, press ✓. Ringing is displayed, press ✓.
3. Press Calls until Ringing Volume is displayed and press ✓.

4. The current external ringtone will play at the current volume. Use the Vol. or Calls button to increase or decrease the volume, or turn the ringer off. You will see the volume level change on the display or Ringer Off will be displayed if you turn the ringer off.
5. Press ✓ to save your choice. Saved will be displayed and you will hear a confirmation tone.

Turn the handset tones on or off

1. Select **Menu**, scroll Calls to Settings and press ✓.
2. Sounds is displayed, press ✓. Press Calls until Handset Tones is displayed and press ✓.
3. Keypad Tones is displayed, press ✓ or press Calls to display Confirmation Tones and then press ✓.
4. Press Vol. or Calls to select On or Off then press ✓ to save. Saved will be displayed and you will hear a confirmation tone (if set to on).

There are two handset tones: keypad tones and confirmation tones. You can turn these on or off, the default setting is On.

Keypad tones: when turned on, you will hear a beep after each button press.

Confirmation tones: when turned on, you will hear a tone after each successful action or after an error has occurred. This does not include the battery charging tone when the handset is placed on the base/charger, low battery or out of range warnings or tones used in calls such as Call Waiting or Call Intercept.

A handset name can be a maximum of 12 characters. If you name your handset, the handset number will be removed, e.g. instead of saying Kitchen 1 the name would just be Kitchen.

To revert back to the default handset name (Handset x), delete all the characters and press ✓.

There are 5 contrast levels to choose from. The default setting is Level 3.

Change the handset name

1. Select **Menu**, scroll Calls to Settings and press ✓.
2. Sounds is displayed, press Calls until Handset Name is displayed and press ✓.
3. Edit the name by selecting **Del**. to delete the characters, then enter the new name and press ✓ to save. Saved will be displayed and you will hear a confirmation tone.

Change the handset display contrast

1. Select **Menu**, scroll Calls to Settings and press ✓.
2. Sounds is displayed, press Calls until Display Contrast is displayed and press ✓.
3. Press Vol. or Calls to select the level you want, then press ✓ to save. Saved will be displayed and you will hear a confirmation tone.

Change the call settings

1. Select **Menu**, scroll Calls to Settings and press ✓.
2. Sounds is displayed, press Calls until Call Settings is displayed and press ✓.
3. Auto Answer is displayed, press ✓ or press Calls to display either Auto End Call, Auto Join calls or First Ring and then press ✓.
4. Press Vol. or Calls to select On or Off then press ✓ to save. Saved will be displayed and you will hear a confirmation tone.

The default setting for all call settings is On.

If Auto answer is set to On you can answer a call by lifting the handset off the base. If it's set to Off, you'll need to lift the handset off the base and then press ·.

If Auto end is set to On you can end a call by placing the handset back in the base. If Auto end is set to Off, you'll need to press ⏻ to end the call.

With Auto join calls set to On you can automatically join an existing call from another registered handset without being invited to join the call, you can simply press · to join.

With First ring set to Off, an incoming external call will be displayed visually before the handset(s) start to ring for the second burst of ringing.

Base settings

Set the base ringtone

1. Select **Menu**, scroll Calls to Settings and press ✓.
2. Sounds is displayed, press Calls until Base Settings is displayed and press ✓.
3. Ringing is displayed, press ✓. Ringtone is displayed, press ✓.
4. The current ringtone will be played at the base. Press Vol. or Calls to hear the different ringtones and press ✓ to save your choice. Saved will be displayed and you will hear a confirmation tone.

Choose from 5 base ringtones. The default base ringtone is Melody 1.

There are 5 base ringer volume levels plus Ringer Off. The default setting is Level 3.

Set the base ringer volume

1. Select **Menu**, scroll Calls to Settings and press ✓.
2. Sounds is displayed, press Calls until Base Settings is displayed and press ✓.
3. Ringing is displayed, press ✓. Press Calls to display Ringing Volume, then press ✓.
4. The current base ringtone will play at the current volume. Use the Vol. or Calls button to increase or decrease the volume, or turn the ringer off. You will see the volume level change on the display or Ringer Off will be displayed if you turn the ringer off.
5. Press ✓ to save your choice. Saved will be displayed and you will hear a confirmation tone.

If you're connected to a switchboard, you might need to enter an access code (e.g.9) before each number is dialled. Your BT2500 can store an access code which is automatically dialled before each number.

If you wish to revert to not using a PBX access code, you need to go into the PBX code menu and delete all the digits by selecting **Del.**, then press ✓ to save.

Set a PBX access code

1. Select **Menu**, scroll Calls to Settings and press ✓.
2. Sounds is displayed, press Calls until Base Settings is displayed and press ✓.
3. Press Calls to display PBX Code and press ✓.
4. Enter the number you want (maximum of 4 digits) and press ✓ to save. Saved will be displayed and you will hear a confirmation tone.

Change the system PIN

1. Select **Menu**, scroll Calls to Settings and press ✓.
2. Sounds is displayed, press Calls until Change System PIN is displayed and press ✓.
3. If the current PIN is 0000, you will be prompted to enter the new 4 digit PIN, then press ✓.
   (Or, if the current PIN is not 0000,enter the old (current) 4 digit PIN first and then press ✓. Then follow the prompts and enter the new 4 digit PIN).
4. Enter the new 4 digit PIN again and press ✓. The display will show New system PIN saved and you will hear a confirmation tone.

The default system PIN is 0000. You can change this to your own preferred 4-digit code.

The system PIN is used when changing certain settings and for registration/de-registration.

If you make a mistake, select **Del.** to delete a digit.

If you reset the handset settings all the handset settings will return to their default settings, e.g. the handset name, ringer melody, all volume levels, display and alarm settings.

Reset the handset or base settings

1. Select **Menu**, scroll Calls to Settings and press ✓.
2. Sounds is displayed, press Calls until Reset is displayed and press ✓.
3. Settings is displayed, press ✓. Handset Settings is displayed, press ✓ or press Calls to display Base Settings and then press ✓.
4. Reset <handset or base> settings? is displayed, press ✓.
5. Resetting settings… is displayed while the reset takes place. Once finished, <handset or base> settings reset is displayed and you will hear a confirmation tone.

Reset the handset or base user data

1. Select **Menu**, scroll Calls to Settings and press ✓.
2. Sounds is displayed, press Calls until Reset is displayed and press ✓.
3. Settings is displayed, press Calls to display Clear user data and press ✓. Handset is displayed, press ✓ or press Calls to display Base and then press ✓.
4. If the system PIN is 0000 you will be prompted to enter it, then press ✓. If not, you will continue straight to step 5.
5. Clear <handset or base> user data? is displayed, press ✓.
6. Clearing user data… is displayed. Once finished, <handset or base> user data deleted is displayed and you will hear a confirmation tone.

If you reset the base settings all the base settings will return to their default settings, e.g. the base ringer melody, all volume levels, PBX access codes and answer machine settings.

If you clear the handset user data all your contacts will be deleted.

If you clear the base user data, your memos, calls list, recorded outgoing messages and all received answer machine messages will be deleted.

Clock/Alarm

If you have subscribed to a Caller Display service the time and month will be set when you receive your first call but you will still need to set the year.

The default setting is 12 hour.

You must enter the full date: day, month and year.

Use Vol. if you need to move the cursor left and Calls to move the cursor right.

The time is set in 24 hour format.

If you didn't set the time and date when you first set-up your phone then you will need to do so before you can set an alarm. The clock will also be displayed on the handset screen in idle mode.

Set the time format (12 or 24 hour)

1. Select **Menu**, scroll Calls to `Clock/Alarm` and press ✓.
2. `Alarm` is displayed, press Calls until `Time Format` is displayed and press ✓.
3. Press Vol. or Calls to display `12 hour` or `24 hour` then press ✓ to save your choice. `Saved` will be displayed and you will hear a confirmation tone.

Set the time and date

1. Select **Menu**, scroll Calls to `Clock/Alarm` and press ✓.
2. `Alarm` is displayed, press Calls until `Time and Date` is displayed and press ✓.
3. Enter the time using the keypad and press ✓.
4. Enter the date using the keypad and press ✓. `Saved` will be displayed and you will hear a confirmation tone.

Set an alarm

1. Select **Menu**, scroll Calls to Clock/Alarm and press ✓.
2. Alarm is displayed, press ✓.
3. Press Vol. or Calls to display the alarm frequency you want: Off, On Once, On Daily, Mon to Fri or Sat & Sun and press ✓.
4. Enter the alarm time using the keypad and press ✓.
5. Press Vol. or Calls to hear and choose the alarm melody you want, press ✓ to confirm your choice.
6. You will hear a confirmation tone and the display will briefly show Alarm on and the time you have set.

If you select Off and press ✓ the display will show **Alarm off** and you will hear a confirmation tone.

When you've set an alarm, the 🔔 icon will appear on the idle screen to confirm an alarm has been set.

Stopping the alarm when it goes off

When the alarm goes off, the selected melody will play at an ascending volume and the handset backlight will flash. The display will show the alarm time and also the message 10 min snooze?

To stop the alarm, press ⏻ or ✕ or 📞.

To activate a ten minute snooze, press ✓ or any other button (except ⏻ or 📞).

If an incoming call is received while the alarm is going off, the alarm notification will immediately stop and the incoming call will be shown on the display. The alarm will not resume.

BT Calling Features

You need to subscribe to the specific BT Calling Feature to be able to use some of these services. You might have to pay a fee.

For more details on BT's Calling Features, go to **www.bt.com/callingfeatures**, refer to the user guide supplied when you subscribed to the services of your choice or call BT free on 0800 800 150.

If you're not connected to the BT network, some of these features may not be available. Call diversion services might allow other divert options. Please contact your telephone network provider for details.

You can easily access a number of BT Calling Features using the Calling Features menu. There are two empty entries in the menu where ou can store your own numbers if you wish to.

Pre-stored numbers in the Calling Features menu

Call Diversion

Cancel Ringback

Call Waiting

Reminder Call

Call Barring

Anon. Call Reject

Using Call Diversion: Set All Calls, When Busy or When Unanswered

1. Select **Menu**, scroll Calls to Calling Features and press ✓.
2. Call Diversion is displayed, press ✓.
3. Press Vol. or Calls to display either Divert all calls, Divert when busy or Divert if unanswered and press ✓.
4. Press Vol. or Calls to display either: Setup diversion, Cancel diversion or Check diversion and press ✓. Follow the spoken instructions or listen for confirmation/status.

Call Diversion will divert incoming calls to another number of your choice. You can choose all calls to be diverted or calls only to be diverted when the line is busy.

When 'Setup diversion' is selected, you will be prompted to enter the number you wish to divert calls to then press the left option key ✓. Follow the spoken instructions or listen for confirmation/status.

Using Ringback

1. Select **Menu**, scroll Calls to Calling Features and press ✓.
2. Press Calls until Cancel Ringback is displayed, press ✓.
3. Follow the spoken instructions or listen for confirmation/status.

With the ring back feature you can get an automatic call back from an engaged number. No need to dial a busy number over and over again. Just dial 5, wait for a confirmation message and hang up. Your phone will keep trying the busy number for up to 45 minutes.

Call Waiting lets you know if another person is trying to call you while you're on another call. If a second caller rings, you will hear a beep in the handset earpiece. If you've subscribed to Caller Display, the display will show the caller's details as well.

Reminder call lets you book an alarm call. Like an alarm clock, except it lets you book an alarm call days in advance. Set repeat reminders every day or as a one-off call to remind you of a specific event.

When 'Set up Reminder call' is selected, you will be prompted to enter the time you wish to receive the reminder call and then press the left option key ✓. Follow the spoken instructions or listen for confirmation/status.

Using Call Waiting

1. Select **Menu**, scroll Calls to Calling Features and press ✓.
2. Scroll Calls to Call Waiting and press ✓.
3. Press Vol. or Calls to display either Turn on Call Waiting, Turn off Call Waiting or Check Call Waiting and press ✓.
   Follow the spoken instructions or listen for confirmation/status.

Using Reminder call

1. Select **Menu**, scroll Calls to Calling Features and press ✓.
2. Press Calls until Reminder Call is displayed, press ✓.
3. Press Vol. or Calls to display either: Set up Reminder Call, Cancel Reminder Call or Check Reminder Call and press ✓.
   Follow the spoken instructions or listen for confirmation/status.

Using Call Barring

1. Select **Menu**, scroll Calls to Calling Features and press ✓.
2. Press Calls until Call Barring is displayed, press ✓.
3. Press Vol. or Calls to display either: Set up Call Barring, Cancel Call Barring or Check Call Barring and press ✓. Depending on which option you choose, select the next option you want or listen for confirmation/status.

Using Anonymous Call Reject

1. Select **Menu**, scroll Calls to Calling Features and press ✓.
2. Press Calls until Anonymous Call Reject is displayed, press ✓.
3. Press Vol. or Calls to display either: Turn on Call Reject, Turn off Call Reject or Check Call Reject and press ✓ to call. Follow the spoken instructions or listen for confirmation/status.

If you selected Set up Call Barring, you have the following options:
Bar all outgoing calls, Bar Int, Nat & Mobile calls, Bar Int calls, Bar operator calls & texts, Bar calls using * and # or Bar premium rate calls.

If you selected Cancel Call Barring, you have the following options:
Cancel barring for all calls, Cancel barring Int/Nat/Mob, Cancel barring Int calls, Cancel barring operator/ texts, Cancel barring* and # calls or Cancel barring premium rate.

Anonymous call reject blocks calls from withheld or anonymous numbers. If a caller withholds their number, they won't be able to get through to you.

Using additional handsets

You can register up to five GAP compliant handsets to your BT2500 base to extend your phone system without needing to install telephone extension sockets for each new phone.

If a handset becomes un-registered it will need to be registered to the base again. `Register handset?` will be displayed, press ✓ then follow the instructions starting from point 4 opposite.

You have 2 minutes to complete the registration process.

If registration isn't successful the first time, please try again incase the base registration period ran out of time.

If there are already five handsets registered to the base, the registration will fail. You must de-register another handset before you can register the new one, see page 65.

If you've bought a BT2500 multiple pack, any additional handsets come pre-registered to the base. However, if you purchase an additional handset separately, you must register it to your BT2500 base before it can be used.

Register an additional handset

1. Select **Menu**, scroll Calls to `Settings` and press ✓.
2. Press Calls until `Registration` is displayed and press ✓.
3. `Register Handset` is displayed, press ✓.
4. `Press & hold find on base` is displayed. Press and hold the Find button on the base for 5 seconds. The green In use light on the base will start to flash.
5. Immediately, press ✓ on the handset. The handset will display `Registering handset` to indicate the base is in registration mode. If the system PIN is not 0000 then you will be prompted to enter it, then press ✓.
6. Once registration is successful the handset will show `Handset x registered` (with X being the assigned handset number) and you will hear a confirmation tone.

De-register a handset

1. Select **Menu**, scroll Calls to Settings and press ✓.
2. Press Calls until Registration is displayed and press ✓.
3. Press Calls to display De-register handset and press ✓.
4. Press Vol. or Calls to display the handset you wish to de-register and press ✓.
5. If the system PIN is not 0000 then you will be prompted to enter it, then press ✓. If it is 0000, you will continue straight to point 6.
6. The display will show De-registering handset and once successful, you will hear a confirmation tone and the display will confirm the handset has been de-registered.

Registering another make of handset to your BT2500 base

If you want to register another make of handset (i.e. not a BT2500 handset) to your BT2500 base you will need to follow the Registration instructions that came with the handset first and then continue with the base part of the registration procedure (as shown in point 4 on page 64). Please note that registering other types of handset will only provide limited compatibility i.e. you may only be able to make and receive calls on the additional handset.

You can also choose **All handsets** if you want to call all handsets registered to the base. If a handset answers, the handset name will be displayed on your screen.

If an external call is received while an internal call is being made, the handsets registered to the base will display the external call information and you will hear the call waiting tone in the handset earpiece.

Make an internal call between handsets

If you have more than one handset registered to the base, you can make internal calls between two handsets.

1. Press , then press Vol. to scroll through and display the handset you want to call, then press .
2. The receiving handset will ring and your handset name will be presented on the screen. To answer they need to press . If it is not answered after 30 seconds, you will see `Handset not available` on your display.
3. Press to end the call.

You can also choose **All handsets** if you want to call all handsets registered to the base. If a handset answers, the handset name will be displayed on your screen.

If the internal call is not answered after 30 seconds you will see **Handset not available** on your display and you will be returned to your external caller.

Transfer a call

You can transfer an external call to another handset registered to the base.

1. During a call, select **Options** by pressing the button, then press Calls to display `Transfer call` and press .
2. If you have one other handset it will ring, if you have more than one other handset you can press Vol. or Calls to display the handset you want, then press and it will ring. Your external call will be put on hold.

3. When the other handset answers you can announce the call and then press to transfer the call.

Hold a 3-way call

Using your handset, you can hold a 3-way call with two external callers. Or, you can hold a 3-way call between 2 handsets, if you have more than 1 registered to your base and 1 external caller. Once the 3-way call is in progress other handsets registered to the base can join the call by pressing .

1. During a call, select **Options** by pressing the button. `Multi call` is displayed, press .
2. Either enter the number you want to call or press and scroll to the number you want or the internal handset you want and then press to call. When the second call is answered, the first external caller will be put on hold.
3. Select `Join` by pressing the button and all callers will be joined in a 3-way call.

Help

Phone doesn't work

- Have you activated the batteries correctly? See page 5.
- Check that the mains power is correctly connected.

No dial tone or line cord error message displayed on screen

- Is the telephone cord plugged into the base and phone wall socket?
- Check that the mains power is correctly connected.
- Only use the telephone cord supplied with the phone.

Can't make or receive calls

- Check that the mains power is correctly connected.
- The batteries may need recharging.
- Has there been a power cut? If so, place the handset back on the base for ten seconds and try again. If it still doesn't work, disconnect the batteries and mains power for ten minutes, then reconnect and try again.

You have a dial tone, but the phone won't dial out

- If you're connected to a switchboard, check whether you need to dial an access code, see page 55.

Handset doesn't ring

- The ringer volume may be switched off, see page 50.
- Check that the mains power is correctly connected.
- Do Not Disturb may be switched on, see page 23.
- Make sure the handset is registered to the base, see page 64.

No display

- The batteries may be flat, dead or incorrectly inserted.
- Recharge or replace the batteries.

Range icon flashes

- Make sure the handset is registered to the base, see page 64.
- Check that the mains power is correctly connected to the base.
- Check that the handset is within range of the base.
- If the batteries are low, place the handset on the base/charger to recharge.

You hear the busy tone when you press

- Make sure the handset is in range of the base.
- Another handset registered to your BT2500 base may be on the line and Auto Join is switched off, please see page 53.

Answering machine doesn't record any messages

- The memory may be full. Play and delete old messages, see pages 43 and 45.

Answering machine messages have the wrong date and time

- Have you set the date and time? See page 58.

Can't access your messages from another phone

- Have you changed the remote access PIN? See page 47. Always keep a note of the new PIN in a safe place.
- Has Remote access been turned off? To turn remote access on, see page 48.

No Caller Display number/name displayed

- Have you subscribed to a Caller Display service from your network provider? See page 60.
- The caller may have withheld their number.
- Network may not have the callers number information.
- An exact name/number match was not found in your contacts. Check that you've stored the full STD dialling code.

Can't register a handset to a base

- You can register up to five handsets to your BT2500 base and you can register your BT2500 handset to up to four bases. Check that you've not exceeded the limits.
- Check that you've entered the correct system PIN number (default PIN 0000).
- Check that you're at least one metre away from other electrical equipment to avoid interference when registering.

Base unit does not ring, but the lights are on

- Have you connected the telephone line correctly?
- Do Not Disturb may be switched on, see page 23.
- Is the base ringer set to off?
- You may have a faulty line or socket. Try using another socket or line. If you are a BT customer then please call 0800 800 151 or your network provider if you still have problems.

Buzzing noise on my phone or on other electrical equipment nearby

- Sometimes other electrical equipment can interfere with your BT2500 if it's placed too close. We recommend that you place your BT2500 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.

Customer Helpline

If you're still having problems, call us on **0800 145 6789*** or go to **www.bt.com/producthelp**

General sales enquiries

- BT Residential lines – call **150**. BT Business lines – call **152**.
- For non BT line customers, call **0800 800 150** (residential) or **0800 800 152** (business).
- Additional handsets are available to purchase from the Helpdesk on **0800 145 6789***.

Billing enquiries

Please see the phone number shown on your BT bill.

General information

Important

This equipment is not designed for making emergency phone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

Replacing the handset batteries

After a time, you might find that the handset batteries run out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.

1. Open the battery compartment cover.
2. Lift the battery out and remove the batteries. Replace with two new AAA Ni-MH 550mAh rechargeable batteries.
3. Replace the battery compartment cover.

Caution

Don't immerse batteries in water, throw them into a fire or dispose of them with ordinary domestic refuse.

BT accepts no responsibility for damage caused to your BT2500 by using any other types of batteries.

There is a risk of explosion if incorrect batteries are fitted.

Safety information

- Only use the power supply suitable for the BT2500. Using an unauthorised power supply will invalidate your guarantee and may damage the phone. The item code for the base mains power supply is 066270 . If you've bought a multiple pack, the item code for the charger mains power supply is 066270.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the BT2500 Helpline on 0800 145 6789*.
- Don't open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0800 145 6789* for all repairs.
- If the keypad is locked, it is still possible to make calls to 999 and 112 emergency numbers by dialling the number then pressing .
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close.
- It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

- Clean the handset and base (or charger) with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on any surface susceptible to heat damage.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimize the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Product disposal instructions for residential users
When you have no further use for this equipment, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

Product disposal instructions for business users
Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee

Your BT2500 is guaranteed for 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the BT2500 or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

Guarantee conditions

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee doesn't cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period

Prior to returning your product, please read the Help section beginning on page 68 or contact the BT2500 Helpline on **0800 145 6789***. Additional answers to frequently asked questions are available from **www.bt.com/producthelp**

In the unlikely event of a defect occurring, the helpdesk will issue a Fault Reference Authorisation (FRA) number and instructions for replacement or repair. Please note you will need the FRA number before returning the product. This does not affect your statutory rights.

Outside of the 12 month guarantee period

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's recommended repair agent Discount Communications on **0800 980 8999** or a local qualified repairer.

Returning your phone

If the Helpline is unable to remedy your problem they will issue a Fault Reference Authorisation number and ask you to return the product to your original place of purchase. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords, power supply units and the original batteries.

Technical information

How many telephones can I have?
All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your BT2500 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Any additional handsets and chargers that you register have a REN of 0.

Connecting to a switchboard

Switchboard compatibility
This telephone may be connected to most types of switchboard, however in the event of any difficulties, consult your switchboard Service Provider.

Recall (R)
Recall is used when connected to certain switchboards/ PBXs and some BT Calling Features, or those services available via your network provider. The BT2500 supports time break recall but not earth loop recall.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC).

Declaration of Conformance

Hereby, SGW declares that this BT2500 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

If you would like a copy of the Declaration of Conformance, please visit **www.bt.com/producthelp**

For your records

Date of purchase:

Place of purchase:

For guarantee purposes, proof of purchase is required, so please keep your receipt.

Enter your base system PIN here:

[/ / /]

Enter your remote access PIN here:

[/ / /]

For a Better Future

We're always looking to make our products last longer and use less power, so we don't have such a big impact on the environment.

To find out about what we are doing, visit **bt.com/betterfuture**

Offices worldwide

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* Calls made from within the UK mainland network are free. Mobile and international call costs may vary.

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